<u>IN THE SPECIFICATION:</u>

Please replace the heading beginning at page 1, line 2, with the following rewritten heading:

--~~Description~~<u>TITLE OF THE INVENTION</u>--

Please replace the heading beginning at page 1, line 6, with the following new heading:

--~~Related Application Information~~<u>CROSS-REFERENCE TO RELATED</u>

<u>APPLICATIONS</u>--

Please replace the heading at page 1, line 11, with the following new headings:

--~~Technical Field~~<u>BACKGROUND OF THE INVENTION</u>

<u>FIELD OF THE INVENTION</u>--

Please replace the heading at page 1, line 19, with the following new heading:

--~~Background Art~~<u>RELATED ART</u>--

Please replace the heading beginning at page 4, line 2, with the following rewritten heading:

--~~Disclosure of the Invention~~<u>BRIEF SUMMARY OF THE INVENTION</u>--

Please replace the heading beginning at page 7, line 13, with the following rewritten heading:

--~~Brief Description of the Drawings~~<u>BRIEF DESCRIPTION OF THE DRAWINGS</u>--

Please replace the heading beginning at page 9, line 2, with the following rewritten heading:

--~~Detailed Description of the Invention~~<u>DETAILED DESCRIPTION OF THE</u>

<u>INVENTION</u>--

Please replace the paragraph beginning at page 11, line 4 with the following rewritten paragraph:

--KNOWLEDGE SWITCH™ **100** may include a KNOWLEDGE SWITCH CONFIGURATOR™ **140** that allows an administrator to define the types of templates that are available to end users, to define events that trigger alerts for end users, and to define the functionality of a KNOWLEDGE SWITCH™ that is modifiable by end users. KNOWLEDGE SWITCH CONFIGURATOR™ **140** may be a software interface that provides ~~template~~ <u>templates</u> for the administrator to perform the aforementioned functions. Exemplary templates that may be associated with KNOWLEDGE SWITCH CONFIGURATOR™ **140** will be described in more detail below.--

Please remove the heading beginning at page 14, line 20:

<center>--<u>~~KNOWLEDGE SWITCH™ Customization Using Templates~~</u>--</center>

Please replace the paragraph beginning at page 18, line 10, with the following rewritten paragraph:

--Input areas **610**, **612**, **614**, and **616** allow the administrator to configure KNOWLEDGE SWITCH™ **100** to deliver different message to be delivered to a different recipient group in response to detecting an event. As stated above, providing a user-friendly interface that allows an administrator to configure KNOWLEDGE SWITCH™ **100** to ~~deliver~~ <u>define</u> different messages to be delivered to different recipient groups is an important feature of the invention. Because event template **128** allows different messages to be defined for different groups, the amount of effort required to set up automatic inter-agency communication is greatly reduced. In the example illustrated in Figures 3-6, the administrator has configured KNOWLEDGE SWITCH™ **100** such that a

ticket problem event will trigger a "Be Alert" message of medium priority without need for a response that will be sent to airport customs, security, and gate agents. KNOWLEDGE SWITCH™ **100** will deliver a separate message to the FBI. The message is of higher priority, a response is required, and the specific instructions are "verify the identity of the person in our files."--

Please replace the paragraph beginning at page 26, line 24, with the following rewritten paragraph:

--An example of system-wide KNOWLEDGE SWITCH™ operation will now be described. In Figure 14A, each KNOWLEDGE SWITCH™ defines its alerts and associated policies using templates, as described above. In Figure 14B, when one of first KNOWLEDGE SWITCHES™ **100A – 100C** receives an alert, the receiving KNOWLEDGE SWITCH™ applies its alert policies to determine how to distribute the alert. The receiving KNOWLEDGE SWITCH™ then distributes the ~~knowledge switch~~ alert to local individuals and to appropriate agency KNOWLEDGE SWITCHES™ **100D – 100F** based on the alert policy. Each agency knowledge switch applies its own alert policies and distributes the alert to appropriate individuals within the agency. As discussed above, applying an alert policy may include parsing the alert and distributing portions of the alert to individuals based on individuals certificate levels. Thus, the system of KNOWLEDGE SWITCHES™ illustrated in Figure 14 delivers alerts to selected individuals even when the individuals are associated with different agencies.--